

Message

---

**From:** ServiceDesk v11 Notification [NoReply@Noreply.com]  
**Sent:** 9/16/2010 2:13:20 PM  
**To:** Hanchett, James (DPH) [James.Hanchett@state.ma.us]  
**Subject:** Incident 640574 Created

Incident 640574 Initial.

Assigned to:

Customer: Hanchett, James L

Description: SLI - VISIT - Lost Access to Program

DPH-HelpDesk

The computer in the Drug Lab lost access to the Amherst Drug Program after our server was moved to a different room because of construction. Could you please have someone look into it?

Info for Computer:

User Name: DPH\RPontes

Machine Name: [REDACTED]

MAC Address: [REDACTED]

Thanks,

Jim Hanchett

Amherst Drug Lab

Room N251 Morrill I

637 North Pleasant Street

Amherst, Ma 01003

Phone 413-545-2607

Fax 413-545-2608

Customers, click on the following URL to view Incident:

[REDACTED]  
If you have any further questions please contact the Customer Service Center at: 617-624-5877

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.